

FOR IMMEDIATE RELEASE
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PRESS RELEASE

The Delaware Courts took another step toward completion of the Judiciary's COTS project this week with implementation of Phase 2 of the project. COTS – Courts Organized to Serve – is a comprehensive civil, criminal and financial case management system for all courts that will assist the courts in managing their caseloads and provide improved access to the courts by the public.

COTS is a multi-phased project. Phase 2, which officially went “live” on August 1, 2007, implements civil case management and related financial transactions in Justice of the Peace Courts 9 and 13 in New Castle County and Court 16 in Kent County and extends implementation of the case management system to all Justice of the Peace Court civil courts. Phase 3, scheduled for April 1, 2008 will extend civil case management to the Court of Common Pleas and the Superior Court in Sussex County. Subsequent phases will add civil and criminal case processing and related interfaces; additional components improving functionality will come with each phase. Most system functionality will be in place by 2009 with full implementation expected in 2010.

Another new system feature added in July 2007 is e-filing of civil cases in the Justice of the Peace Courts. Filers with debit accounts may now electronically file cases directly into the court case management system for the first time.

Thanks to the hard work and dedication of team members from all the courts, this week's implementation went smoothly and the Justice of the Peace Court staff was able to make the transition to the new system with minimal disruption. Chief Magistrate Alan Davis commented that, “Transitions like this, by definition, bring a level of uncertainty coupled with excitement. I am pleased with the response of our staff and judges in meeting this challenge, and maintaining a high level of service to the public. With the entire civil division of this court now using the Contexte case management system, we look forward to further improving our ability to meet the needs of those we serve.”

The Judiciary's partner vendor in this implementation is ACS, a Fortune 500 company with more than 55,000 people supporting operations in nearly 100 countries. ACS is working with several partner vendors on the Delaware project, including IBM, Tybera and First Data Corp to provide a complete system. Delaware's system is expected to be one of the most comprehensive State court case management systems in the country.

When fully implemented, the new system will provide for web and telephone access to provide better service to court customers; e-filing will be available in all courts; document imaging will make access to case records easier; and enhanced interfaces will provide timely information to the Courts' justice partners. In addition, the courts have

been working to streamline their processes and develop greater uniformity of practice across courts.

The courts have been assisted in this effort by their partner agencies, which have provided support and expertise. The project has been funded by the Delaware General Assembly and supplemented by federal funds.

For more information about COTS, please contact
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